IGT_FOI_02_268 - Software applications used by the ALMO

I was wondering if you had a breakdown of all software applications used by the ALMO.

All applications used by Tower Hamlets Homes are provided and supported by LB Tower Hamlets' ICT Service through a Service Level Agreeement.

The standard desktop build comprises the following core application set:

Core Application Set	Version (as at commencement date)
Operating System & Related Applications	
Windows XP Professional	2002 – Service Pack 2
MS Word	2003
MS Excel	2003
MS PowerPoint	2003
MS Vision Viewer	
MS Project Viewer	
MS Outlook	2003
Enterprise Vault	
Internet Explorer	6
Active X Components	
Macromedia Flash Player	
Macromedia Shockwave Player	
Novell Client	
Sophus Antivirus	
Cyclorama	
.Net Framework	2.0
SMS Client	
Windows Installer	3.0
JD Edwards One World	
SVG Viewer	
Condeco Room Booking Software	
Screensaver and LegalNotice	

The following applications are used to support service delivery:

Product:	Description:
Siebel	CRM and Helpdesk
Northgate	Housing and Benefits
Kirona	Mobile Working
CIVICA	EDRMS & Contact Management
	APP (Anti Social Behaviour)
JD Edwards	Financial Systems
Firm Step	e-Forms –Immediacy
Alterian	Web Enablement – Web Hosting
	Content Management System
	Document Management System
Business Objects	Reporting Tool
IRAS – Northern Software Income System	Income System
Arbitas	Social Housing System
AllPay.Net	Internet Payments
IBS Sundry Debtors	Sundry Debtors System

Alchemy	EDMS
ArcView ESRI	Geographical Information Systems
Autocad and Autocad Lite	Mapping Tool
Banglaword	Translation Tool
ENGINEERING CALCULATOR	Engineering Calculator
GIFTS	Grants online system
HEVACOMP	Building Regulation Software
NBS CONTRACT ADMIN	Contract Admin System
PARKING CRM	Parking CRM
SCANTRIP	Scanning Tool
ANAP	
SPECIFICTION EXPERT	
MS Access	Database development
SWIFT	Social Care Management System
TIGER TERM	Terminal Emulator Tool
ORACLE APPLICATION DEVELOPMENT CONFIGURATION AND MIGRATION TOOLS INCLUDING SQL Plus	Development Tools
TOAD	Reporting Tool
TRIM	EDMS
WITNESS	Telephone Monitoring Tool
E-SAP	Single Assessment Process Tool